MAESTRO STRATEGIES
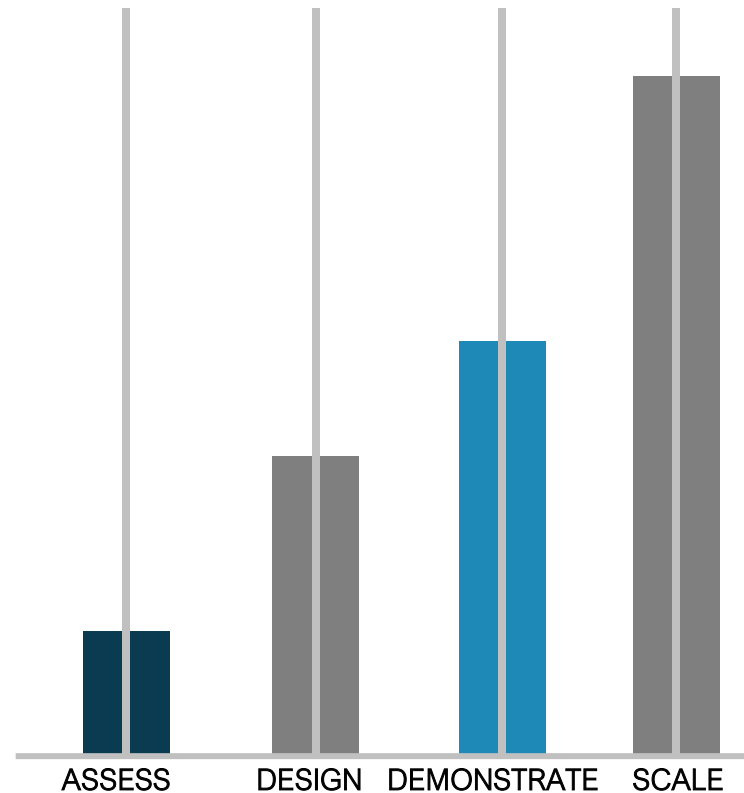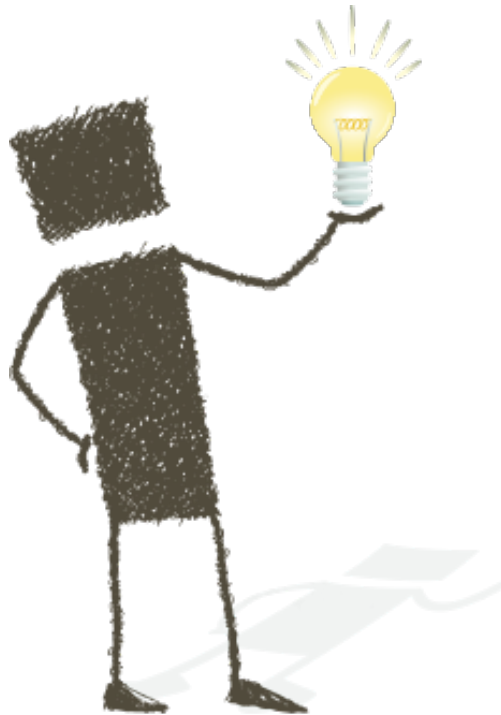
Care Delivery Organizations

Statement of Qualifications

How Do We Assist Our Clients?

ASSESS DESIGN DEMONSTRATE SCALE

ASSESS
Conduct a Rapid Diagnostic of Your Situation to evaluate strategy, organization design, operating model, decision making structures, existing competencies & skillsets, culture, use of data, technologies, etc.

DESIGN
Prioritize & Design new strategies, customer centric experiences, networks of care, data enabled processes, integrated operating models & more

DEMONSTRATE
Quick Wins that start with data, deploy agile, collaborative cultures, demonstrate value & ROI & enhance organizational learning

SCALE
Develop a Purpose-Driven Road Map for Change that considers strategy, structures, skills, data & technology with clearly defined stages, culture, investments & value metrics

A "Systems-thinking" approach to value creation

Maestro's Consulting Services For Health Systems, Care Delivery Organizations, ACOs, and Payviders

STRATEGY

Enterprise, entity specific, service line, process, business model, care management model, network, alliance, & population health

STRUCTURES

Governance, organization, operating models, centers of excellence, population health services organizations, management services organizations

CULTURE

Customer-centric, collaboration, agile, insight driven decision making, experiment & scale, trust & value

COMPETENCIES

Combine the best existing talent with new skillsets, develop new leadership roles, streamline consolidated organizations, new shared service models
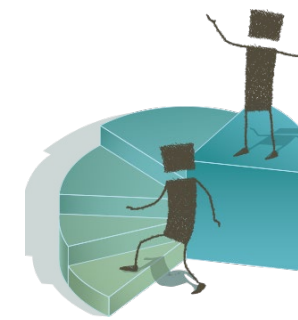
DATA & TECHNOLOGY

Build, buy or partner, Foundational systems – EHR & ERP, Interoperability, analytics, care management, consumer activation, legacy combined with innovative solutions – artificial intelligence, telehealth, mobile, etc.

METRICS

KPIs, value measures – outcomes, cost & experience, ROI, dashboard design, voice of the customer
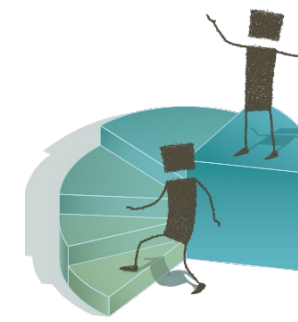
Select Client Experience

IT Services

- **Readiness Assessment For Regulatory Compliance** – Assisted multiple organizations in measuring their readiness for Meaningful Use, ICD-10, 21st Century Cures Act, Quality Metrics, & other required CMS/Certification reporting
- **IT Assessment, Organization & Staffing Studies** – Review of current IT organization against benchmarks including expenses & cost structure, staffing, application footprint & roadmap, policies & procedures, program management governance, & other key dimensions associated with COBIT & ITIL. Provided recommendations on appropriate staffing levels, skill mix, portfolio management, technology roadmap, governance, & application rationalization
- **IT Strategic Plan** - Developed 3-5 year IT strategic plan for several organizations to define priorities, create a roadmap for success, & identify the budget required to execute the plan
- **System Selection –** Primarily assisting organizations with selection of new acute care core platforms (EHR, Revenue Cycle, & ERP), with other assistance specifically for ambulatory EHR & Practice Management systems, in Care Management Platform Components & digital applications
- **IT Outsourcing Evaluation & Planning** – Helped organizations evaluate current type & degree of outsourcing & determine which activities could be outsourced, & which activities currently outsourced should be brought back in-house. Developed plans for migration
- **Mergers & Acquisitions** – Assisted several organizations that were merging and/or acquiring other facilities in their IT strategy for entities on different platforms. Worked with senior leadership to develop & evaluate alternatives
- **Value Management Optimization & ROI** – As organizations transition to digital health & care management platforms, provided assessment on clinical readiness, investment management, culture, process redesign, vendor relationships, technology infrastructure, & ultimately the realization of true value from their investments
- **IT Governance Design** – Developed streamlined IT governance structure & processes to ensure the right people make the right decisions in a timely manner to address key investment priorities for the health system
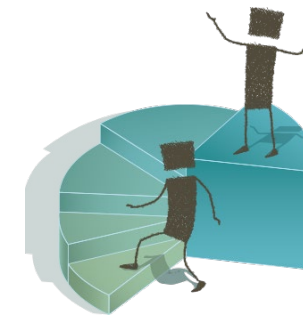
Select Client Experience

Data Analytics Services

- **Data Analytics/Business Intelligence Assessments** – Evaluated multiple organizations for their maturity level across the analytics continuum in key dimensions such as Vision, Decision-Making Culture, Voice of the Customer, Data Stewardship, Leadership & Skill Sets, & Architecture/Tools/Methodology
- **Data Analytics/Business Intelligence Strategic Planning** – Provided planning & roadmaps to help organizations progress across the Analytics Maturity continuum
- **Data Analytics/Business Intelligence Demonstration Projects** – Provided leadership in designing & facilitating a series of demonstration projects in which the client "saw one" using Maestro's proprietary methodology, "did one," where the client participated, & then "led one" so that the methodology was scaled across the organization
- **Data Analytics Organization Design** – Designed, developed & operationalized the Analytics function (both centralized & distributed) for an IDN with strong ACO to ensure analytics needs were met for all stakeholders
- **COVID19** - Developed COVID recovery strategy for community & academic ambulatory practices. Facilitated quick win initiative that considered digital health, PPE, staffing, etc.
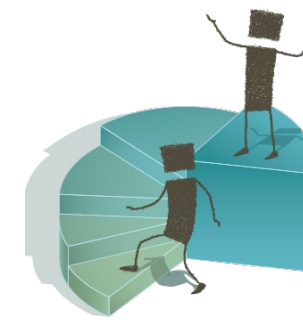
Select Client Experience

Population Health Management, ACOs, CINs, & Value-Based Care

- **Population Health Management** - Conducted PHM Readiness Assessment, Strategy & Operationalization for ACOs/Value Based Contracts, PHSO Operating Model & Interim leadership
- **Clinically Integrated Network Strategy** - Developed Clinically Integrated Network Strategy for community health system. Evaluated buy, build & partner options
- **IT Outsourcing Evaluation & Planning** – Helped organizations evaluate current type & degree of outsourcing & determine which activities could be outsourced, & which activities currently outsourced should be brought back in-house. Developed plans for migration
- **Mergers & Acquisitions** – Assisted several organizations that were merging and/or acquiring other facilities in their IT strategy for entities on different platforms. Worked with senior leadership to develop & evaluate alternatives
- **EMR Value Assessment** – As organizations were transitioning to EMRs, provided assessment on clinical readiness, investment management, culture, process redesign, vendor relationships, technology infrastructure, & ultimately the realization of true value from their investments
- **Population Health Management Strategy** - Developed Population Health Management (PHM) Strategy for 5 Markets, Super CIN & Local CIN & Care Management Platform Plan, for this multi-national healthcare IDN
- **Patient Engagement** - Developed Patient Engagement & Integrated Call Center Strategy

Select Client Experience

Other

- **Care Model Redesign** – Assisted several organizations with overall care model redesign, Process analysis and administrative burden reduction, workflow automation and redesign, data analytics and reporting, care team role and responsibility optimization, patient and consumer education, care coordination and communication within the traditional healthcare system and across extended community
- **Interim Leadership** – Have served as interim leader for multiple organizations in the following areas: Chief Information Officer, Chief Population Health Officer, Chief Data Officer, Chief Quality Officer, IT PMO Director, Director of Budget (Finance)
- **Enterprise PMO Development** – Design & implementation of enterprise project management office/ office of change management for large scale efforts for multiple organizations
- **Informatics Design** – Helped organizations design or redesign their informatics organization structure, skill mix, leadership, governance, staffing, & budget. Produced proforma statements projecting the value that Informatics provides to the organization
- **Organization Design -** Defined the right competencies & skill mix & realigned them with process, procedure, structures & systems to fit the health system's strategic direction & current business model